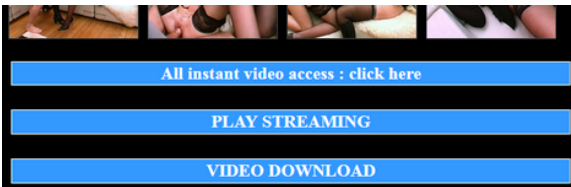


1 / My code received by telephone (IVR) does not work.

- An IVR code received by phone is to purchase a single video.
- A code can only be used once.
- As long as you stay on the download page (below), you can download the video as many times as you want. If you leave this page, your code is consumed.
- Do not confuse **"STREAMING"** and **"DOWNLOAD"** These are not the same codes!

Here is the procedure:

1 / You must click on **"DOWNLOAD THE VIDEO"**



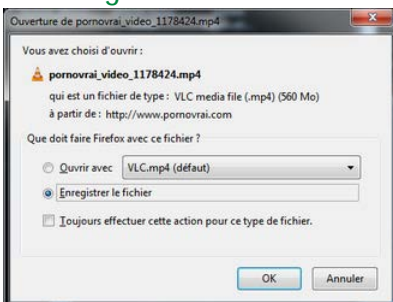
2 / Enter the phone number, enter the code and click **OK**



3/ Click on : **"TELECHARGER LA VIDEO COMPLETE"** " **DOWNLOAD THE FULL VIDEO"**



4/ A registration window will appear: click on : **"Enregistrer le fichier"**



If your browser MOZILLA FIREFOX, you must click on the arrow at the top



right of your screen: to view your downloads.
More information: <http://support.mozilla.org/fr/kb/trouver-gerer-fichiers-telecharges>